



COMMONWEALTH OF MASSACHUSETTS  
invites applications for:

# 2021 Correctional Program Officer AB

**SALARY:** Biweekly

**OPENING DATE:** 12/08/20

**CLOSING DATE:** 03/09/21 11:59 PM

**DESCRIPTION:**

**2021 Correctional Program Officer A/B**

**Written Examination Date: April 17, 2021**  
**Application Period Begins: January 5, 2021**  
**Application Deadline: March 2, 2021\***  
**Examination Fee: \$100**

**\*There is an additional \$50 late fee for applications received after this date. Applications will not be accepted after March 9, 2020.**

**Written Examination Locations:** Various sites across the state

This examination is being held to create an eligible list from which to fill vacancies in this classification in the Massachusetts Department of Correction (DOC). Candidates must take and pass this examination in order to be placed on the eligible list.

**EXAMPLES OF ESSENTIAL DUTIES:**

**Duties:** Under direct supervision of Correctional Program Officers or other employees of higher grade: provide non-therapeutic counseling, rehabilitation or custodial care to inmates; perform classification duties; obtain inmate criminal histories; interview inmates; collect and analyze inmate assessment information; and counsel inmates on program and placement options available in accordance with established placement criteria and individual needs. Correctional Program Officers perform re-entry duties; transport all released inmates to regional re-entry sites; perform evaluations; and identify individuals who are required to register as sex offenders and initiate registration process. As liaison to Parole Board: attend parole hearings; and provide inmate criminal history and evaluative information to the Board. Based on assignment: maintain custodial care and control of inmates; patrol correctional facilities; supervise community work crews; observe inmate conduct and behavior; investigate suspicious inmate activity; and perform related duties as required.

**Working Conditions:** Correctional Program Officers may work in a correctional facility, alone in an isolated area; may work varied shifts, weekends, holidays, or nights and are subject to a standby (on call) work status; may be subjected to verbal and physical abuse from others; may be

required to interact with people who are under physical and/or emotional stress; may stand and walk for prolonged periods of time; may travel for job-related purposes; and may be required to furnish private transportation for reimbursable job-related travel.

**Examination Subjects:** The written examination will be designed to test, where practicable, the following competencies which have been established as qualifications for the position: knowledge of correctional administration; knowledge of correctional counseling; knowledge of criminal justice and law enforcement; knowledge of criminology; knowledge of public safety and security; ability to order information; ability to reason mathematically; ability to read and understand information; ability to evaluate information against a set of standards; ability to identify the nature of problems.

## **TYPICAL QUALIFICATIONS:**

### **Eligibility Requirements**

Candidates must have at least two years of full-time or equivalent part-time professional experience in counseling, guidance, criminal justice or social work that included counseling and/or rehabilitation of criminal offenders, inmates, or prisoners, or any equivalent combination of the required experience and the substitutions below.

- A Bachelor's or higher degree in sociology, psychology, counseling, criminal justice, law enforcement, law, criminology or social work may be substituted for the required experience on the basis of two years of education for one year of experience. A Bachelor's degree in a field other than social work, psychology, counseling, criminal justice, law enforcement, law, or criminology may be substituted for one year of the required experience on the basis of two years of education for six months of experience. One year of education equals 30 semester hours. Education toward a degree will be prorated on the basis of requirements actually completed.
- A Master's or higher degree in a field other than social work, psychology, counseling, criminal justice, law enforcement, law, or criminology may be substituted for one year of the required experience. Education toward a degree will be prorated on the basis of requirements actually completed.

**Credit for Employment/Experience:** Pursuant to the provisions of [Massachusetts General Law \(MGL\) Ch. 31, § 22](#), individuals may apply to receive credit for employment or experience in the position title of Correctional Program Officer A/B. You must claim this credit by completing the applicable section of the application. All claims must be verified by supporting documentation, which must provide specific details of any employment or experience you have in the examination title as the result of service as a Correctional Program Officer A/B, including dates of service and number of hours worked. The supporting documentation must be on original letterhead with an original signature from the appointing authority where the employment or experience occurred.

Please note, credit for employment or experience is applicable only to individuals who achieve a passing score on the written examination, and cannot be added to a failing written examination score. Claims must be submitted during the application period; supporting documentation must be scanned and attached to your application or sent to [civilservice@mass.gov](mailto:civilservice@mass.gov). Documentation must be submitted within seven calendar days of the written examination.

**Application:** All applications must be received by the application deadline, and accompanied by an examination processing fee. You will receive two confirmation emails when you have completed the process: one email confirming your application has been received, and one email confirming your payment has been received. Your application is not complete until you have received both confirmation emails. If you have not submitted payment of the examination processing fee on or before March 9, 2021, your application will not be accepted.

**Fee Waiver:** The examination processing fee may be waived for candidates receiving certain state or federal public assistance, or unemployment insurance. Fee Waiver Forms are available on our website ([Fee Waiver Form](#)). This form should be completed and supporting documentation must be scanned and attached to the application. All fee waiver forms must be submitted on or before March 2, 2021.

**Candidates can submit a claim for the following preferences prior to the examination date, during the application period. Preferences are only available to individuals who receive a passing score on the examination and cannot be applied to a failing examination score.**

- **Veteran's Preference:** Click on this link for further information- [Veteran's Preference Information](#).
- **Disabled Veteran Status:** Click on this link for further information- [Disabled Veteran's Preference Information](#).

**During the Human Resources Division (HRD) review process or during the life of the applicable eligible list(s), candidates must make original supporting documentation available should the issue of authenticity arise with any submitted document copies.**

**Current Military Personnel:** All military personnel who, in connection with current service, have military orders that indicate their unavailability due to military service on the examination date, must file an application and examination processing fee and request a makeup examination in writing, with a copy of your military orders attached. Please include in your request your email address, daytime base phone number and/or name and phone number of a friend or family member with whom you have regular contact and entrust with your personal communication.

Requests filed after the last filing date (March 9, 2021), must be accompanied by a DD214 showing discharge within six months of the request and dates of active service that include the entire application period. Visit our website for more information: [Military Information](#)

**Makeup Examination:** With the exception of current military personnel, no candidate has a right to a makeup examination due to personal or professional conflicts on the testing date. Candidates are advised to consider this before applying for the examination. If you file an examination application by the application deadline, but are unable to appear for the exam on the examination date due to an emergency or unanticipated hardship, you may request a makeup examination by filing a written request with verifiable documentation to HRD no later than seven calendar days from the original written examination date. HRD reserves the right to approve or deny your request. HRD may require an additional examination processing fee upon approval of your request.

**Reasonable Accommodations:** If you need special accommodations due to a documented impairment, you must submit a letter of support from a qualified professional detailing what type of accommodation you require at the examination site, and such letter must be scanned and attached to this application or emailed to [civilservice@mass.gov](mailto:civilservice@mass.gov). Without such a letter, we cannot guarantee that we will be able to grant your accommodation. This information is requested only to provide reasonable accommodation for exams, and will not be used for any other purposes.

**Notice to Appear:** Notices to Appear including the time and location of the examination will be emailed to candidates after the close of the application period, and prior to the examination date.

**Identification At The Examination Site:** At the examination site, candidates must present current and valid government issued photo identification with signature (e.g., driver's license, passport, military ID).

**Updating Information:** Candidates are responsible for maintaining accurate contact information.

Failure to keep your records current may jeopardize opportunities for employment. For information on how to update your information, click on [Update Your Account](#).

**Refunds:** There will be no refunds of the examination processing fee unless the examination is cancelled by HRD.

**Private School or Service:** HRD does not recommend or endorse any private school, service, or publisher offering preparation and/or publications for examinations and is not responsible for their advertising claims.

## **OTHER REQUIREMENTS AFTER PASSING THE WRITTEN EXAMINATION AND PRIOR TO AN APPOINTMENT:**

- **Firearms Permit and Special State Police Commission:** Certification as a Correction Officer requires that the candidate be able to satisfy and maintain the eligibility requirements for obtaining a license to carry a firearm pursuant to [MGL, Ch. 140 § 131](#).
- **Driver's License:** A current and valid Massachusetts Class D Motor Vehicle Operator's license or the equivalent from another state is required.
- **Job Interview:** An appointing authority will conduct an oral interview prior to appointment.
- **Medical Examination:** Candidates must pass a medical examination, psychological evaluation, and drug screening before appointment.
- **Training** – Candidates must be able to complete satisfactorily the Department of Correction's training program for Correction Officers during their 9 month probationary period ([MGL, Ch. 125 § 9](#), as amended by [Chapter 468, Acts of 1979](#)).
- **Smoking Prohibition** – Pursuant to [Chapter 697, Acts of 1987](#), persons appointed as a result of this examination will be prohibited from smoking tobacco products after their appointment. Violators are subject to termination of employment.
- **Prior Convictions/Incarcerations** – No person who has been convicted of a felony, convicted of a misdemeanor, or has been confined in any jail or house of correction for said conviction shall be appointed. ([MGL, Ch. 125 § 9](#)). Furthermore, candidates cannot have felony convictions, to include any actions defined in 5 U.S.C. 301; U.S.C. 509,510; 42 U.S.C. 15601-15609. The Massachusetts Department of Correction shall not hire anyone who may have direct contact with offenders, who has engaged in sexual abuse in a prison or other institution as defined in 42 U.S.C. 1997; or has been convicted of engaging or attempting to engage in sexual activity in the community facilitated by force, overt or implied threats of force or coercion, or if the victim did not consent or was unable to consent or refuse, or has been civilly or administratively adjudicated to have engaged in the activity described in the above paragraph. The agency shall consider any incidents of sexual harassment in determining whether to hire anyone who may have contact with offenders or residents.
- **Physical Abilities Test** – For more information, refer to the [Department of Correction](#).

## **SUPPLEMENTAL INFORMATION:**

**Women, minorities, veterans, and people with disabilities are encouraged to apply.**

For more information about this and other civil service examinations, see [www.mass.gov/civilservice](http://www.mass.gov/civilservice) or email the Civil Service Unit at [civilservice@mass.gov](mailto:civilservice@mass.gov).

Inquiries may be made to HRD during normal business hours at the following numbers:

**Boston area: (617) 878-9895**

**Within Massachusetts: 1-800-392-6178**

**TTY Number: (617) 878-976**

100 Cambridge Street  
6th Floor  
Boston, MA 02114

[civilservice@mass.gov](mailto:civilservice@mass.gov)

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## 2021 Correctional Program Officer AB Supplemental Questionnaire

\* 1. **CORRECTIONAL PROGRAM OFFICER A&B CLAIM FOR IN TITLE EXPERIENCE**

**CREDIT:** Credit will be given only for experience in the position title for which the examination is conducted. In other words, since you are taking the examination for Correction Officer I, you can claim any experience you have had performing work ONLY as a Full Time or Part Time Correctional Program Officer A&B before the date of the exam. While HRD may hold military make-up exam session(s) after April 17, 2021, HRD will not grant credit for experience accumulated after April 17, 2021.

**CALCULATING IN TITLE EXPERIENCE CREDIT:** You will receive 0.2 points for each month of creditable In Title Experience as a Correctional Program Officer A&B. One month equals 172 work hours or 16 or more work days. Part-time work In Title Experience will be prorated on the basis of a 40-hour workweek. Your In Title Experience Credit is weighted at 10%. If you do not qualify for In Title Experience Credit, your overall score will be based on your examination score alone.

**VERIFYING IN TITLE EXPERIENCE CLAIMS:** Supporting documentation must be provided in the form of a dated letter, signed by the appointing authority or your employer (past or present), identifying the position title, type of job responsibilities, dates of experience, whether the experience was full or part-time and other pertinent information concerning your experience. If the experience was less than full-time, the verification must include the actual time worked, e.g., number of hours per week or the specific number of tours or shifts worked within a defined time period. Letters of verification must be on original, official letterhead or stationery, with an original signature. Supporting documentation may be submitted at the exam site, or submitted by mail which must be postmarked within seven calendar days of the written examination. (Note: Resumes will not be accepted as employment verification)

**IN TITLE EXPERIENCE CLAIM APPEALS:** In Title Experience Claims will only be calculated for individuals who achieve a passing score on the written exam. In Title Experience Credit cannot be added to a failing written examination score in an attempt to achieve an overall passing score. You may not appeal the written examination score. If you believe that your In Title Experience Credit has been calculated incorrectly, you have the opportunity to appeal the In Title Experience Credit only. When you receive your exam results, carefully read the instructions that will be noted on the page including your exam results. All appeals must be filed in writing; no appeal telephone calls will be accepted. No new information can be submitted on appeal; only clarifying information relative to the experience you originally claimed can be considered during the appeal process.

**Selecting the "Yes" response below will enter your claim for this In Title Experience Credit; please note that supporting documentation is required to verify all claims. Select the "No" response below if you do not qualify for this credit.**

Yes, I am eligible for In Title Experience Credit, and will provide supporting

documentation as instructed above.

No, I am not eligible to claim In Title Experience Credit, and will provide supporting documentation as instructed above.

\* Required Question